



# Credentials Evaluation for the Association of Canadian Psychology Regulatory Organizations (ACPRO)

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## Introduction

The Association of Canadian Psychology Regulatory Organizations (ACPRO) requires foreign-educated psychologists seeking to practice psychology in Canada to first complete the Credentials Evaluation for ACPRO, a service offered by International Consultants of Delaware (ICD), an independent division of CGFNS International, Inc., before applying to any ACPRO Regulatory Organization for licensure/registration.

The Credential Evaluation for ACPRO is a secure and direct method for foreign-educated psychologists to have their credentials verified, authenticated, and evaluated. This process is designed to verify that you are who you say you are and that your criminal background check, education (including supervised training/practica), work experience and licensure/registration history are true and satisfy the requirements of the ACPRO Regulatory Organization(s) for which you intend to apply.

This handbook will guide you through the process of applying to the Credentials Evaluation for ACPRO. Please be sure to read all instructions carefully before submitting your application and before any documents are sent to ICD.

## Eligibility

The Credentials Evaluation for ACPRO is required for psychologists educated outside of Canada and the United States who wish to apply for registration as a psychologist in Canada, **except** for those seeking a license in:

- Alberta
- Northwest Territories
- Quebec

Foreign-educated psychologists seeking a license in these jurisdictions should contact the ACPRO Regulatory Organizations there directly.

To be eligible to apply to the Credentials Evaluation for ACPRO, you must also have:

1. completed education at the Bachelor, Master and Doctoral level in Psychology
2. completed supervised training/practica experience as part of your education in psychology

Psychologists who are already licensed in Canada **should not** apply to the Credentials Evaluation for ACPRO.

## Summary of Credentials Evaluation for ACPRO Steps

**Step 1:** Create an account on the ICD Applicant Portal.

**Step 2:** Complete your Profile.

**Step 3:** Purchase an order for the Credentials Evaluation for ACPRO.

**Step 4:** Upload all required authenticated identity documents.

**Step 5:** Send all required forms to authorities from which you:

- a) received higher/tertiary level education
- b) completed supervised training/practica experience
- c) held a license/registration to practice psychology

**Step 6:** Submit a Criminal Background Check.

**Step 7:** Submit proof of your English Language proficiency (optional)

**Step 8:** Credentials Evaluation and Curricular Assessment by ICD

Then, ICD will prepare your credentials evaluation report and send it to the ACPRO Regulatory Organization(s) you select as a recipient. You will also receive an applicant copy of the report.

### Order Expiration

ICD must receive all required documents within 12 months of the date of your paid application or your order will expire.

## Step 1: Create an Account in the ICD Applicant Portal

The first step is to create an account in the ICD Applicant Portal. All correspondence and support regarding your Credentials Evaluation for ACPRO can be accessed in the online Portal. There is no cost to create an account. To create your account:

- Go to <https://acpro.icdeval.com> and click the “Apply Now” button to access the Applicant Portal.
- Read and agree to the Terms and Conditions.
- Fill in your account information:
  - Enter your email address.
  - Retrieve the login link and security code from your inbox.
  - Fill in your account information:
    - Provide the requested personal and demographic information.
    - Agree to the Terms and Conditions.
    - Choose and Save your security questions and responses.
    - Create a strong password.

Creating an account does not mean you have completed an application for the Credentials Evaluation for ACPRO. To complete your application, you must complete all the steps below.

## Step 2: Complete Your Profile

Once you have created your account and gained access to the Applicant Portal, you will be asked to complete your applicant profile. This profile will help us confirm your eligibility for our services and provide you with timely service.

- Log in to your account by visiting <https://acpro.icdeval.com/>, clicking the “Log in” button, and entering your username and password.
- Select the “My Profile” link in the top menu bar.
- Provide personal, academic, and professional information as prompted.

You will have the option to pause and log out of your account at any time. Your information will be saved automatically. Upon your return, you may return to previous sections or continue where you left off.

## Step 3: Purchase an Order for the Credentials Evaluation for ACPRO

To begin your application, you will need to purchase an order for the service using the shopping cart tab in your account:

- Select Credentials Evaluation for ACPRO in your shopping cart.
- At checkout, add your credit card payment information and complete the order.
- You will then receive information electronically regarding the next steps and how to access the forms required to complete the application.

## Step 4: Submit All Required Identity Documents

In the ICD Applicant Portal, you can upload notarized copies of your identity documents directly to your Credentials Evaluation for ACPRO application. You may also choose to send the notarized copies by mail or courier. We will use these documents to verify your identity.

- Submit a notarized copy of your passport and another official identification document. Both documents must show your full current legal name with no abbreviations.
- If you have ever used another name, submit additional notarized copies of identity documents to verify any names on documents that will be sent to ICD by your schools, license/registration authorities, employers, or language testing vendors. This also includes documents that may eventually be required by an ACPRO Regulatory Organization (such as an international criminal history report).
- ICD will confirm that all names on your identification documents match your current name and the names on documents submitted by other entities. If we cannot verify your identity through the documentation submitted, you will be asked to submit additional proof of your identity.

Acceptable forms of photo identification:

- Passport (required with certain exceptions)
- Driver's license
- Official, government-issued photo identification

ICD only accepts notarized copies of valid, unexpired ID's with a clear photo of yourself. We recommend submitting color copies. **Please do not send the actual ID card.**

Acceptable forms of non-photo identification:

- Birth Certificate
- Marriage Certificate
- Divorce Certificate
- Legal Name Change Affidavit

Submitting Notarized Copies

ICD accepts only notarized photocopies of original documents. Please **do not** send original identity documents to us. Instead, have all photocopies of identity documents notarized (signed, dated, and stamped by a notary official) before you submit them.

You must be present with the notary official at the time your original documents are copied and notarized. The notary official is required to make a statement on all notarized identity document copies confirming that they have seen the original documents and they certify the copies are "true copies" of the originals.

If no notary official is available to you, ICD and CGFNS work with a digital notary service called NotaryCam, which you may use:

[Go to the NotaryCam website](#)

You are responsible for any fees related to preparing your notarized documents, including those paid to NotaryCam. If any of these documents are written in a language other than English, they must be translated by a certified translator (See: "document translations" under Order Types and Fee Schedule).

We do not accept translations of primary source documents performed by and sent directly from an applicant.

**Applicants Without Passports**

This may include non-national residents, refugees or stateless persons who are unable to obtain a passport or other travel document from their country of citizenship or nationality or who have no country of citizenship or nationality.

Applicants without passports carry the following documents as proof of identity:

1. Refugee Identity Certificate
2. Certificate of Identity
3. 1951 Convention travel document
4. 1954 Convention documents

Status	Identity Documents
Refugees/Protected Persons	Refugee Identity Certificate issued by the United Nations High Commissioner for Refugees (UNHCR)
	Refugee Identity Certificate issued by United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA)
	Certificate of Identity from the State of Asylum
	1951 Convention Travel Document (for refugees)
Stateless Persons	1954 Convention documents (for stateless persons)
Non-Citizen National (Outlying possessions of the United States – American Samoa and Swains Island)	Certificate of Non-Citizen National

Refugee travel documents issued by the Government of Canada cannot be used for travel to the bearer’s country of citizenship, and a refugee travel document issued by another country is not treated as a valid passport for the purposes of obtaining an Electronic Travel Authorization to visit Canada. Given that bearers of refugee travel documents are not citizens of the issuing country they may need to apply for a visa before travelling to Canada.

**Step 5: Send Required Forms to Academic and Professional Authorities**

After purchasing your order for the Credentials Evaluation for ACPRO, you received access to forms that must be sent to and filled out by your academic institutions, supervised-training organizations, and professional bodies. The forms request primary source information regarding your:

- Higher/Tertiary Education
  - Supervise Training/Practica
  - License/Registration to Practice Psychology
- Download the forms from the ICD Applicant Portal.
  - Send each form to your corresponding academic or professional institutions.
  - The official(s) at each academic or professional institution who is authorized to provide the requested information should complete the form(s) and send them **directly** to ICD by mail/courier or electronically, along with any additional documents requested that supplement the forms.

ICD **will not** accept any of these forms and documents if they are sent from anyone other than the designated officials at your academic or professional authorities.

**A Note on Document Language:** All documents received from your schools or other primary sources must be in English/French or accompanied by an English or French translation. If they are unable to do so, ICD can provide you with translation services for a fee (See chapter on Order Type and Fee Schedule). ICD will not accept translations directly from you.

### Higher/Tertiary Education

More information about the ACPRO's psychology education standards can be found on the [ACPRO website](#).

ICD must receive documentation of all higher/tertiary level education you received that has contributed to your psychology knowledge. This includes:

- Psychology Education
  - Associates Degrees
  - Bachelor's Degrees
  - Master's Degrees
  - Doctoral/PHD Degrees
  - Post-Doctoral Degrees
- Non-Psychology Education Transfer credit
  - Any program for any discipline that preceded your psychology education for which you received transfer credit

In addition to the completed form, your educational institutions should send to ICD:

- A full academic transcript: ICD defines a full academic transcript as a record of an applicant's courses taken along with credit/clock hours that the applicant received for each course.
- A Completed Psychology Education Form
- Curriculum
  - To be acceptable, the curriculum must:
    - Reflect the dates of attendance of your education
    - Include descriptions of all courses on your academic transcript



### Supervise Training/Practica

ICD must receive documentation of all supervised training/practica you have experienced that has contributed to your psychology knowledge.

Supervised Training/Practica is experience obtained as part of your formal training that you are granted academic credit for, but is administered by an institution/organization that is separate from, yet approved by, the academic institution that provided your diploma/degree

### License/Registration to Practice Psychology

ICD requires documentation of all psychology licenses directly from your license issuing institution. All psychology licenses that you have ever held must be submitted regardless of the current status of the license.

If you were not licensed in the country where you received your entry-level psychology education or do not hold a current license to practice psychology in any jurisdiction, you are still eligible to apply to the Credentials Evaluation for ACPRO.

More information about ACPRO's registration standards can be found on the [ACPRO website](#).

## Step 6: Submit Criminal Background Check

Credentials Evaluation for ACPRO applicants are required to complete an International Criminal Background check as part of their application.

ICD has partnered with TruDiligence, a leading provider of applicant background screening services, to conduct International Criminal Background Checks for Credentials Evaluation for ACPRO applicants.

Once you have applied and paid for your Credentials Evaluation for ACPRO order, you will receive access to a portal where you will apply for a Criminal Background Check through TruDiligence.

You will then need to provide all required information and pay the separate fee for the TruDiligence Criminal Background Check. After your background check is completed, it will be supplied to ICD electronically through the secure portal.

Once all other required documents for your Credentials Evaluation are received, ICD will provide your Criminal Background Check to the ACPRO Regulatory Organizations, along with your Credentials Evaluation for ACPRO report and supporting documents, through a secure portal for the ACPRO Regulatory Organizations.

## Step 7: Submit Proof of Language Proficiency (optional)

The Regulatory Organization that you apply to will have certain requirements regarding English and/or French language proficiency testing. If you wish to have your language test results validated as part of your Credentials Evaluation for ACPRO report you can report your test information on your Applicant Portal profile and ICD will wait to receive your test scores before sending your report to ACPRO/the Regulatory organization.

If you do not report language testing at the time of your application, ICD will not create a requirement for any of your test results and will provide your report without this information.

Even if language tests are not received by ICD, you will still need to meet the Regulatory Organization's requirements for language test results once you apply to them. In addition, ICD makes no determination regarding the language testing results for any that it does receive.

## Step 8: Credentials Evaluation and Curriculum Assessment

Once all requirements are received and processed, ICD will verify and assess all the documents in your file, evaluate your credentials against Canadian standards using an assessment tool developed with input from ACPRO, and generate your credentials evaluation report. One part of the report will detail the required elements of Canadian Psychology education ICD that were found to be present in your curriculum and those that were not.

ICD will submit your credentials evaluation report to the ACPRO Regulatory Organization(s) you selected as a recipient electronically via a secure portal. You will also receive an applicant copy of the report.

ICD credentials evaluation reports do not make or suggest any licensure decisions on behalf of the Regulatory Organizations, which have their own separate process. Your report is a tool the Regulatory Organizations use to inform their decision regarding your application for licensure.

## After Your Application is Complete

Once ICD has received and reviewed all required documents from your academic and professional institutions, verified that your documents are authentic, ensured that your application contains all documents required by ACPRO and has completed the credentials evaluation and curriculum assessment, the ACPRO Regulatory Organization(s) you selected as a recipient will receive the completed report. You will also receive an applicant copy of the report. For information on how to appeal findings in your report, please see the section below.

## Order Types and Fee Schedule

### **Credentials Evaluation for ACPRO (Initial Order) - \$500.00 USD**

Your Initial Order of the Credentials Evaluation for ACPRO will be active for up to 12 months from the date your paid application is submitted. The order expires if all required documents are not received by ICD within that time.

### **Re-activation Order - \$200.00 USD**

Unless all documents required for the Credentials Evaluation for ACPRO are received and approved by ICD within 12 months of purchasing the Initial Order, your order will expire. You can re-activate an Initial Order within 12 months of the expiry date by purchasing a Re-activation order. This may only be done once per Initial Order. Additional information may be requested for your re-activation order if any documents, such as license/employment validation and English Language test results, are no longer valid due to their age.

### **Document Translations - \$85 USD per page**

If ICD receives documents in a language other than English or French, they must be translated. You may request ICD to facilitate the translation of the documents for a fee of \$85 USD per page.

### **Refunds**

ICD has a no-refund policy. Once an order has been submitted and payment has been made, no refunds are issued.

## Appeals

You may submit an appeal through a written request to ICD if you feel that there are elements of your credentials that were misrepresented. The fee for an appeal is \$500. This fee is returned to you if your appeal is successful. During the appeal, your case will be reviewed by an impartial committee and ICD will send you a written response regarding the committee's decision.

## Contact Information

Have questions about the application process, want to check on your order, or provide us with additional information? We're here to help:

**ONLINE:** <https://www.acpro.icdeval.com/>

- Apply for ICD services
- Access our contact wizard and the Applicant Portal
- Check the status of your order
- Verify that your documents and language test results have been received
- Keep your contact information up to date in the ICD Applicant Portal.

**PHONE:** Lines are open Monday-Friday, 8 a.m. – 4 p.m. Eastern Time

- Calling from the United States and Canada: 1-844-984-2801 (toll-free)
- Calling from outside Canada and US: +1-215-305-8160

Have your account information or order number ready when you call.

## Document Submission

All required forms and documents, identity documents and written correspondence from issuing authorities can be mailed by them directly to ICD at the following addresses. We do not accept documents sent from anyone else.

**MAIL/COURIER:**

International Consultants of Delaware  
Credentials Evaluation for ACPRO  
3600 Market Street Suite 450  
Philadelphia, PA 19104-2651 USA